



E-Newsletter May 2016

Introduction

We understand that many people have had a difficult time getting in touch with our office recently due to the current staffing levels. We appreciate your patience, and are hoping these positions are filled very soon.

On the subject of filling positions, the Director position has been filled by Tawana Hughes! She has been on board since March 28th and is excited to assist in any way possible. You can read more about her on the next page. Additionally this edition of our newsletter has information about our inspection numbers for the year, a resurgence of the ‘Master List’ program and some news about our sister departments in Metro and Develop Louisville.



Website Updates

The left navigation pane on our department website has received a bit of a reorganization, now there is a specific Permit Search option, instead of having to click on Permits & Licenses first. This page will take you to all of the available search options: The permits map, the Data Portal, Inspector area maps, printable application forms and of course a place to sign in to the Online Permitting Portal (Dynamic Portal).

Another update everyone should notice is the “Department Announcements” image on the home page has changed. The same information will still be available including the upcoming CEU classes, General department news and events, as well as the customer service survey. This survey is very important to us to make sure we stay on track to assist all of our customers in the best ways possible.



New Application Forms

It is commonly known that there are many versions of our permit and license application forms that have been distributed in the past. Lately this has caused a few issues regarding the fees, inspections and code versions currently enforced. All new paper applications will be released very soon, once they are released any and all old versions will no longer be accepted. **The online application will not change.** These new versions will collect better information from the applicants to hopefully minimize additional communication required and the time it takes us to issue permits.



Director Spotlight: Tawana Hughes

She has arrived and hit the ground running! Tawana is the new Director of Construction Review and she brings with her a varied background of experiences. Pre-merger she was an officer and taught Drug and Alcohol Prevention with Jefferson County Police Dept., and has also worked overseas in Iraq as private security- after these ventures she became a licensed Real Estate agent then a building contractor with her own company.

Tawana has pulled from all of these experiences during this first month to begin making plans and setting the future course of the department. She has a great understanding of working with our sister departments in Develop Louisville and their endeavors which will help create more cross-functional strategies to meet and exceed the Develop Louisville vision and mission statements:



Vision: A vibrant built environment that supports a high quality of life.

Mission: Develop Louisville leads an integrated approach to development that optimizes the vitality and the sustainability of the entire community.



To reach these goals she recognizes two very important areas that will be her immediate focus. Streamlining processes and good, quality customer service. In her downtime she takes on part time shifts at Macy's and said "They have the customer service, that is why I keep going back." We as a department recognize this has been a pain point for many contractors and very soon we will have a full customer service team again and will be able to implement several plans to assist our customers better.



'Master list' Plans

Not that long ago the department offered the option for licensed contractors to submit plans for pre-approval then apply for permits using those plans on file. Originally we did not receive any responses or submittals so this program was temporarily set aside in the midst of other projects, training new staff and other happenings around the department. There are criteria that must be met and an application will be available on the website very soon, in the meantime if you are interested in utilizing this program just contact us.

This is still a new concept so there will be some necessary adjustments along the way, however we will not know what those are until we receive submittals and applications.

The function of this program will be to expedite the issuance of permits with pre-approved building reviews. All other required agency reviews are not affected, those will occur as normal.



Inspection Counts

Everyone knows the peak building season is here and is only going to continue to grow for the next few months, however many do not realize the full scope of what this means to our department. As the agency that completes all inspections throughout Jefferson county, our inspectors really feel this increase. The table below lists the total number of inspections completed for each type for The month of April and the 2016 Year to date total.

Inspection Type	April 2016	Year to Date
Building	1295	3022
Electrical	1693	3183
Fire Detection	4	39
Fire Suppression	33	104
Fire Place	129	356
HVAC	1448	2624
Mechanical Refrigeration	14	16
Parking Lot	6	28
Range Hood	28	36
Range Hood Suppression	14	18
Sign	16	110
Gas Restore	3	14
Wrecking	99	263
Total	4782	9813

The total of April 2016 accounts for 48% of all inspections completed in 2016! This volume is only expected to increase over the summer and both inspection teams are in the process of looking over applications to fill open positions. The customer service team is also still working on filling 3 open positions.



Requesting Inspections

Due to this volume of inspections the absolute best method to request inspections is using the Online Permitting Portal. In February it was made mandatory that all electrical inspections be requested this way and it has worked out better than expected. Electrical was chosen first because they had the highest rate of applications issued using the portal.

This option is open to every contractor with an online account. If you do not have an account there is a request form on the website here:

<https://louisvilleky.gov/government/construction-review/online-permitting-portal> Once this is submitted you will receive an email from the customer service team with your username and password. *Now is always the best time to learn something new.*

All HVAC inspections will be required to be requested through the portal beginning August 1st 2016.



Continuing Education News

We receive many questions regarding the Continuing Education requirements to maintain a contractor license. Our website – The announcements board is kept up to date with the list of classes that we know of. If any other classes are being offered but are not on our list please send us the info and if it is approved then we can advertise it for others to attend as well. Prior to renewals the department decided to allow classes be completed online, as long as they are pre-approved on an individual basis. At the bottom of our CEU list is a form where class information can be submitted for approval, if the form is not completely filled out we may not respond.



May is Building Safety Month

Since May is Building Safety Month, these are some safety tips for construction sites and in an office setting:

Office Setting:

- Have an evacuation plan in case of emergency, and everyone knows it
- Avoid injury by having an ergonomic work space
- Know who is CPR & First Aid certified

Construction Site Setting:

- The first week on a new site is the most dangerous
- Wear your Personal Protective Equipment- It works!
- Always have a spotter when climbing a ladder



Other News around Louisville Metro



Barkitecture is a fundraiser for Louisville Metro Animal Services (LMAS) to raise awareness of homeless animals throughout Louisville Metro and raise funds for a new facility. Registration to submit a dog house in the silent auction has already closed but anyone and everyone is welcome to participate at the event. This is being held on May 14th at Willow Park beginning at 12 noon. Adoptable dogs and cats will be on site hoping to leave with new families.

<https://louisvilleky.gov/government/animal-services>



Louisville Cares (Louisville Creating Affordable Residences for Economic Success) is a revolving loan program for developers to build affordable multi-family rental housing to address the significant need for workforce housing across Louisville. Applications are now being accepted; these funds will be deployed as loans that can be layered with other types of project financing.

<https://louisvilleky.gov/government/housing-community-development>





Develop Louisville, Office of
Construction Review

Thank You for Reading!



We hope everyone has a safe and happy Derby celebration.

Don't forget the city has partnered with Waze to keep citizens informed of road closures and current traffic conditions, you can download the app using your smart phone.